higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1490(E)(J12)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

(22030086)

12 June 2014 (X-Paper)
09:00–12:00

Calculators may be used.

Candidates may use the February 2014 GSA.

BUSINESS STUDIES

This question paper consists of 12 pages and 14 addenda pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
TRAVEL SERVICES N6
TIME: 3 HOUR
MARKS: 200

INSTRUCTIONS AND INFORMATION

NOTE: If you answer more than the required number of questions, only the required number of questions will be marked. All work you do not want to be marked must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. Section A is compulsory.
2. Section B consists of FIVE questions. Answer only FOUR questions in this section.
3. Read ALL the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Show all calculations.
6. The use of Tippex or pencil on any documentation is forbidden.
7. Staple all completed addenda to the inside of the front cover of your answer book.
8. All calculations must be rounded to the nearest TWO decimal places.
9. NO rounding (other than in instruction 8) is required on any question except where specifically instructed in the question.
10. Commission must be calculated as 10 %, except where indicated on the question paper or addenda.
11. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–S) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.1.1	Front of a ship	A aft
1.1.2	Cheap accommodation	B insurer
1.1.3	Foreign exchange rate used when refunding foreign currencies after return to South Africa	C twin double
		D drop-off charge
		E double
1.1.4	Collecting and returning a car in different cities within South Africa	F youth hostel
		G policy holder
1.1.5	Seating on a train where all seats face forward (like on a bus)	H intercity
		I bsr
1.1.6	Person who pays the insurance premium	J coach car
1.1.7	Tour originating in South Africa where the tourists are South African and the tour takes place in South Africa	K bow
		L domestic
		M educational
1.1.8	Cruises for students or travel agents at a discounted rate	N bbr
1.1.9	International rail service within Europe	O fly / cruise
		P one-way rental
1.1.10	Room with one double bed for two people	Q inbound
		R compartment car
		S 4 star

(10 x 1) (10)

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1.2 Refer to the advertisement on ADDENDUM A and your GSA to answer the following questions:

1.2.1 Which company offers this special? (2)

1.2.2 Give the telephone number on which you could contact this company. (2)

1.2.3 What is the total cost that you would charge 2 people, sharing a room, for this tour? Base your answer only on the information available on the addendum. (4)

1.2.4 What is included in the cost of this tour? (6)

1.2.5 What is the validity period of this special? (2)

1.2.6 Would this tour price be likely to change? Give a motivation for your answer. (2)

1.2.7 Of the exclusions listed, which do you feel is the most important to inform the client about? Give a motivation for your answer. (2)

1.3 Indicate whether the following statements are TRUE or FALSE. Write only 'true' or 'false next to the question number (1.3.1–1.3.10) in your ANSWER BOOK.

1.3.1 A small car can seat up to six people.

1.3.2 The foreign exchange allowance is applicable to all residents of South Africa.

1.3.3 An insurance claim is a request by the insured person for payment under the terms of the policy.

1.3.4 Travel Insurance is considered a land arrangement when calculating the foreign exchange allowance available for use.

1.3.5 In car rental terminology, the pick-up point refers to the point at which the car rental company will pick-up the car from the client at the end of the rental.

1.3.6 In foreign exchange, TT refers to Telegraphic Transfers of funds.

1.3.7 The bridge on a ship refers to the command post of the ship.

1.3.8 On a ship, the helm is situated in/on the bridge.

1.3.9 AMTRAK is a grouping of the main American Rail Companies that is operated between all the major US cities.

1.3.10 Late arrivals at hotel need not be advised to the hotel if the client will be arriving before 22h00.

(10 x 1) (10)

[40]

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TOTAL SECTION A: 40

SECTION B

This section consists of FIVE questions. Answer only FOUR questions in this section.

QUESTION 2 – TOUR PLANNING AND BUDGETING

You work for Travel Vision in Johannesburg. You are a tour consultant and have been requested to calculate the cost of a tour for Mr and Mrs Phaswana of the local Archaeological Society who would like to visit the Middle East.

They have requested that the following be included in the quotation:

- Return Airfare JNB / CAI / TLV / ATH / IST / JNB of ZAR19680 per person (1% commission payable)
- Departure taxes of ZAR3266 per person
- Transfers – Airport/Hotel/Airport (per person one-way)
  - USD60 in CAI
  - ILS210 in TLV
  - EUR50 in ATH
  - EUR45 in IST
- Accommodation (per person sharing per night)
  - Cairo (4 nights) USD145
  - Tel Aviv (3 nights) ILS600
  - Athens (7 nights) EUR100
  - Istanbul (4 nights) EUR75
- Tours in Cairo (per person): Full day Museum, Citadel and Bazaars tour = USD74, Half day Pyramids and Sphinx tour = USD44, Dinner Cruise Pharaohs = USD80, ½ day Cairo and Coptic Museum tour = USD39
- Tour in Tel Aviv (per person): ½ day City tour = ILS300
- Tour in Athens (per person): full day City and Acropolis tour = EUR75
- Tour in Istanbul: none requested

Use only the information provided.

Remember to include a 15% Agent's mark-up.

All other expenses such as visas, meals, tips, etc. were not included in the tour price.

2.1 What is the total cost of land arrangements in each currency?

2.1.1 USD in Cairo (6)

2.1.2 ILS in Tel Aviv (4)

2.1.3 EUR in Athens & Istanbul (7)

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2.2 What is the total ZAR value of all land arrangements?
Refer to ADDENDUM B for exchange rates of the various currency units. (5)

2.3 What will the total cost of the tour be? You may use any of the three methods. (6)

2.4 What commission would your company earn from this booking? (3)

2.5 Would this tour fit the requirements of an inclusive tour? Answer simply Yes or No. (1)

2.6 Discuss each of the characteristics of an IT with reference to the tour you have just costed. (8)
[40]

QUESTION 3 – DOMESTIC CAR RENTAL

You work at the Cape Town branch of Excelsior Travel. Your client, Mr Peter Mokoba has requested you to arrange car rental for him. He would like the cheapest automatic vehicle (irrespective of size), to be collected on his arrival at Johannesburg airport and returned to the same point. Mr Mokoba would like the cheapest possible insurance cover and expects to travel 500 km during the rental period. Mr Mokoba will pay for the rental on his Visa Card (4901010209876501) which expires on 12/17.

Mr Mokoba is uncertain as to whether he should hire the vehicle from Avis or Atlantic Car Rental.

You have booked flights for Mr Mokoba as follows:

Flight	Date	Dep	Arr
BA6414	12 October	1220	1420
BA6407	18 October	1900	2110

3.1 Refer to ADDENDUM C to answer the following questions on the Avis Rates.

3.1.1 What car group would you suggest to Mr Mokaba? (1)

3.1.2 What would the rental cost Mr Mokaba? (10)

3.1.3 What commission would this rental earn your agency? Show all calculations in your answer. (3)

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3.2 Refer to ADDENDUM D to answer the following questions on the Atlantic Rates.

3.2.1 What car group would you suggest to Mr Mokoba? (1)

3.2.2 What would the rental cost Mr Mokoba? (10)

3.2.3 What commission would this rental earn your agency? Show all calculations in your answer. (3)

3.3 Which of the two car rental companies would you suggest to Mr Mokoba? Motivate your answer. (2)

3.4 Mr Mokoba has decided to rent the vehicle through Avis. The reservation was confirmed to you as JHM8797A. Issue the voucher the voucher for his rental on ADDENDUM E and F. (10)
[40]

QUESTION 4 – INTERNATIONAL HOTEL ACCOMMODATION AND INSURANCE

You work at the Johannesburg branch of Excelsior Travel (insurance code 1122598). Your client, Ms Justine Beiber (40 years) has requested that you assist her with insurance for her vacation to Paris from 12 July 2014 until her return to South Africa on 29 July 2014.

Ms Beiber's personal information is as follows:

ID	7410120028082
Address	112 Parson Street, Roodepoort, 1724
Postal Address	As above
Telephone (home)	011 764 1234
Telephone (work)	011 679 4722
Doctor	Dr J Tomson, Tel 011 764 1589

TRAVEL INSURANCE

Ms Beiber has paid for her travel wirth her First National Bank Visa card but has additional insurance of at least R5 000 000,00 for medical expenses and R10 000,00 for cancellation.

Refer to ADDENDUM G to answer the following questions.

4.1 What insurance option would you suggest to Ms Beiber? (2)

4.2 What would the full cost of this insurance be? (2)

4.3 What commission would your agency earn on this booking? (2)

4.4 Using the information provided, complete the insurance application form for Ms Beiber on either ADDENDUM H or ADDENDUM I. (15)

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HOTEL ACCOMMODATION

Ms Beiber is an art historian and will be travelling to Paris for business at the Louvre. She would like to stay at a hotel that is as close as possible to this establishment. She will be sharing the room with another art historian, who she has not met before and who will be arriving in Paris on the same date.

Refer to ADDENDA J and K to answer the following questions.

4.5 Which hotel would you suggest to Ms Beiber? (1)

4.6 What room type would you suggest for Ms Beiber and the other art historian? Please motivate your answer. (2)

4.7 What would the full cost of the hotel (for both guests) be in:

4.7.1 EUR

4.7.2 ZAR

(2 x 2) (4)

4.8 What ZAR amount would your agency earn in commission from this booking? (2)

4.9 What meals are included in the rate that Ms Beiber would pay? Please motivate your answer. (2)

4.10 If Ms Beiber decided to have breakfast in her room, what type of meal could she expect to receive? (1)

4.11 How far is the hotel from the Louvre? (1)

4.12 What famous historical landmark, other than the Louvre, is close to the hotel? How long will it take Ms Beiber to get to this landmark? (2)

4.13 What mandatory additional costs should you advise Ms Beiber of? Please include the amount of this cost as well as the type of cost. (2)

4.14 Ms Beiber intendes to do a great deal of work in her hotel room, including handling valuable small pieces of art-work and remotely cataloguing artefacts onto the Louvre computer system.

What facilities are available in her hotel room that will assist her in her work? (2)

[40]

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QUESTION 5: FOREIGN EXCHANGE

Miss Shamiela Sharmie has requested that you arrange foreign exchange for her forthcoming business trip. You have already booked and received payment for her travel arrangements as listed below.

Air tickets	ZAR43 678 (including taxes)
Hotel Accommodation	USD12 438 in South Korea
	CNY13 200 in China
	JPY351 000 in Japan
	INR106 250 in India

Miss Sharmie would like to take the full amount of her allowance that is still available to her as follows:
20% in USD
25% in CNY
30% in JPY
10% in INR
15% on her credit card

Refer to ADDENDUM B to answer the following questions.

5.1 Advise Miss Sharmie of the following:

5.1.1 How long before her trip can she purchase foreign currency? (1)

5.1.2 How long after her return to South Africa may she refund her unused foreign currency? (1)

5.1.3 What documents will she need to provide when purchasing foreign currency? (2)

5.1.4 Do the foreign exchange allowance of South Africa apply to her as an alien resident of South Africa? (1)

5.2 What is the ZAR amount that Miss Sharmie must pay you for her travel arrangements? (9)

5.3 What is the ZAR amount that Miss Sharmie still has available to purchase foreign currency? (2)

5.4 What amount of each of the following currencies would Miss Sharmie be able to purchase:

5.4.1 USD (3)

5.4.2 CNY (3)

5.4.3 JPY (3)

5.4.4 INR (3)

5.4.5 On her credit card (1)

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5.5 Miss Sharmie has returned from her trip and has requested that you refund the following unused currencies.

Calculate the value she will receive back in ZAR by using the information below:

5.5.1 USD 3 100 traveller's cheques

5.5.2 JPY 15 000 traveller's cheques

5.5.3 INR 4 150 cash

5.5.4 (a) CNY 5 755 cash
(b) Why is no rate shown either at the airmail or the seamail rate?

(4 x 2) (8)

5.6 You have quoted Miss Sharmie's accommodation in South Korea in USD as well as arranged for her to take USD as currency to use in South Korea. Explain to Miss Sharmie...

5.6.1 what the local currency in South Korea is.

5.6.2 why she is unable to obtain this local currency in South Africa.

5.6.3 why did you suggest that she use USD.

(3 x 1) (3)
[40]

QUESTION 6 – CRUISING AND INTERNATIONAL RAIL

Mr Jacob Molepo (a South African resident) has come into your office for assistance with two journeys that he wants to book.

Journey 1:
Mr Molepo requires your assistance with a cruise to Mozambique in February of next year. He would like to occupy an outside cabin by himself but is on a very tight budget and so has requested that you arrange the best-value for money cruise possible.

Journey 2:
Mr Molepo will be travelling to the United Kingdom later on in this year. He is interested in obtaining a Britrail pass that will allow him to travel the whole of England for approximately 7 days during his stay. He will be in England for approximately 2 weeks.

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CRUISING

Refer to ADDENDUM L to answer the following questions.

6.1 What is the cruise number you would suggest to Mr Molepo? (1)

6.2 Why have you suggested this cruise to Mr Molepo? (2)

6.3 What category cabin would you suggest to Mr Molepo? (1)

6.4 On which deck would you not suggest Mr Molepo request a cabin? Motivate you answer. (2)

6.5 Advise Mr Molepo of the following:

6.5.1 At which ports of call does this cruise stop? (2)

6.5.2 What is a port of call? (1)

6.5.3 How long is the cruise? (1)

6.5.4 What are the dates, times and place of departure and arrival of the cruise? (6)

6.6 You have been advised by MSC Cruises that there is a single supplement of 50% applicable to the cabin selected.

What will the full cost of the cruise be for Mr Molepo? (4)

6.7 What commission would your agency earn from this cruise booking? (3)

6.8 Advise Mr Molepo of what documents he would need to have with him when he checks in for the cruise. (2)

6.9 Which company in South Africa would you be able to book this cruise through? Give also a contact telephone number for this company. (2)

INTERNATIONAL RAIL

Refer to ADDENDUM M to answer the following questions.

6.10 Which rail pass would you suggest to Mr Molepo? (1)

6.11 Would Mr Molepo be eligible to purchase this pass? Motivate your answer. (2)

6.12 What discounts would he be entitled to if he purchased this pass? (2)

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6.13 What would the cost of the railpass be in:

6.13.1 USD (1)

6.13.2 ZAR (2)

6.14 You have ascertained that this pass can be booked through the same company that is the GSA for Eurail passes.

6.14.1 What company will you be able to obtain this pass from?

6.14.2 What is the e-mail address for this company?

(2 x 1) (2)

6.15 Advise Mr Molepo of the following.

6.15.1 What document must be in his possession and produced before he is able to purchase the pass? (1)

6.15.2 Why is it better to purchase a pass rather than purchasing individual rail tickets for each journey. (2)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A



Reference:	34157
Hotel Grade:	Superior Tourist
Validity:	01 May to 30 September 2014
Package Price:	R 9,892 pps
Taxes, Fees & Other:	R 787 pps
Hotel:	Arabian Park Hotel
Duration:	3 Nights

Includes:
Return flights to Dubai on Emirates
Return airport - hotel transfers
3 Nights at the 3* Arabian Park Hotel with breakfast daily
Dubai tourist visa

Bonus:

Free shuttle transfer to the beach, museum and WAFI shopping mall as per the hotel's schedule

Wafi Welcome Pack including discounts on shopping and dining in WAFI

Terms & Conditions

Prices are from a starting price per person sharing, subject to change, airfare increase, currency fluctuations and availability. Taxes are estimated and based on the current exchange rate and are subject to change. Advance purchase, peak season surcharges, block out periods and minimum stay conditions may apply. Please note that airport taxes, fuel levies & surcharges are approximate and subject to change, the exact amount will be confirmed at time of booking. Valid for dates as specified. Group rates available on request. Thompsons Tours Standard Terms and Conditions may apply. E & OE.

Exclusions
Items of a personal nature. Meals not mentioned. Travel and medical insurance.

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ADDENDUM B

- US Dollars, UK Pound Sterling and the Euro are quoted as the number of Rands per one unit of currency.
- All other currencies are quoted as the number of currency units per one Rand.

Currency Name	Selling	TT Buying	Airmail Buy	Seamail Buy
U.S. DOLLARS	10.1000	9.7500	9.7334	9.7263
EURO	13.4896	12.9451	12.9172	12.9058
BRITISH POUNDS	16.0166	15.3982	15.3681	15.3578
JAPANESE YEN	9.7108	10.3393	10.3572	10.3650
SWISS FRANC	0.0906	0.0969	0.0973	0.0974
AUSTRALIAN DOLLAR	0.1055	0.1122	0.1127	0.1135
BOTSWANA PULA	0.8050	0.8997	0.9012	0.9059
CANADIAN DOLLARS	0.1010	0.1072	0.1076	0.1078
CHINESE YUAN	0.5954	0.6373	0.0000	0.0000
DANISH KRONE	0.5476	0.5822	0.5834	0.5839
HONG KONG DOLLARS	0.7579	0.8044	0.8060	0.8067
INDIAN RUPEES	6.1960	6.5810	6.6041	6.6141
ISRAELI SHEKELS	0.3449	0.3707	0.3714	0.3730
KENYAN SHILLING	8.1238	9.3897	9.5768	9.6498
LESOTHO LOTI	1.0000	1.0000	1.0000	1.0000
MALAWI KWACHA	31.9602	35.3959	35.4873	35.9012
MAURITIUS RUPEE	2.9486	3.2313	3.2509	3.2650
NAMIBIAN DOLLARS	1.0000	1.0000	1.0000	1.0000
NEW ZEALAND DOLLAR	0.1191	0.1285	0.1291	0.1296
NORWEGIAN KRONE	0.5718	0.6201	0.6215	0.6221
SEYCHELLES RUPEE	1.1403	0.0000	0.0000	0.0000
SINGAPORE DOLLARS	0.1229	0.1329	0.1333	0.1336
SWAZI LILANGENI	1.0000	1.0000	1.0000	1.0000
SWEDISH KRONA	0.6371	0.6773	0.6787	0.6793
THAI BAHT	2.9208	3.4749	3.4947	3.5134

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ADDENDUM C

AVIS CAR RENTAL

Group	Vehicle	Car features (all have Radio/CD player)	1-6 days	7-13 days	14-29 days
AA	VW Polo Vivo or similar	Manual. Seating for 4 adults.	303	290	263
AM	Chevy Spark or similar	Manual, Power Steering, Anti-locking brakes and Air Conditioned. Seating for 4 adults.	329	315	285
AB	VW Polo Hatch or similar	Manual, Air-bags, Power Steering, Anti-locking brakes and Air Conditioned. Seating for 4 adults.	353	339	308
AC	VW Polo Sedan or similar	Manual, Air-bags, Power Steering, Anti-locking brakes and Air Conditioned. Seating for 4 adults.	402	386	350
AD	VW Polo Vivo Sedan or sim	Automatic, Air-bags, Power Steering, Anti-locking brakes and Air Conditioned. Seating for 4 adults.	486	466	422

What the above rates include:
PREMIUM Collision Damage Waiver (CDW) = 100% insurance cover, PREMIUM Theft loss Waiver (TLW) = 100% insurance cover, Unlimited Kilometres, Personal Accident Insurance (PAI), Third Party Liability Insurance, General Public Liability Insurance, Location Surcharge, Tourism Levy, Claim Admin Fee – only in the event of an accident/theft, Tyre, Rim & Hubcap Damage, Windscreen Damage / Repair, Sandblasting Damage, VAT @ 14%, Water & Undercarriage Damage, ANY ADDITIONAL CHARGE NOT SPECIFIED IN THE ABOVE LIST WILL BE DEEMED TO BE EXCLUDED FROM THE RATE. THIS INCLUDES THE ONCE OFF CONTRACT FEE OF R75.00

These rates are quoted in South African Rands.
The rates are guaranteed at time of reservation, thereafter any modification will result in rate / price defaulting to current values.
The minimum rental period is 1 (one) day. A rental day is calculated on a 24-hour cycle which starts from the time of pick-up. A grace period of twenty-nine (29) minutes will be allowed at return of vehicle. Should a vehicle be returned late, the renter will be charged for an additional day/s at the extension rate, which the renter will need to settle directly with Avis Rent a Car.
Rates are only valid when pre-reserved and / or pre-paid to African Bundu Safaris.
Please note that these rates do not qualify the renter for any Airline Frequent Flyer Programme benefits.

Please note that the deposits and any other extras the rate excludes may not be included in the voucher value. The customer should settle direct with Avis Rent a Car. The deposits will be collected at time of rental and can only be done by the customer tendering a recognised bank credit card or AVIS charge card. Debit cards are not accepted. Authorisation for the applicable amount will be obtained on the credit card at time of pick-up. When the customer returns the car and no charges are applicable, Avis Rent a Car will cancel the applicable authorisation. Any other charges will be levied on return of the vehicle.

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ADDENDUM D

Atlantic Car Hire
49 Manhattan Road, Gatley's Building, Airport Industria 2, 7490
Tel: +27 21 386 4478 Fax: +27 21 386 1464 Cell: 082 900 4278

STANDARD COVER

Grp	Vehicle Type	A/C	P/S	M/A	1 - 6 Days	7 - 13 Days	14 - 30 Days	31 + Days	Excess
B	VW Polo Vivo Hatch or similar	Y	Y	M	449	440	395	353	6000
C	VW Polo Vivo/Kia Rio Hatch or similar	Y	Y	A	628	608	580	506	9000
D	Kia Rio / VW Polo Sedan or similar	Y	Y	M	811	752	730	697	9000
I	Toyota Avanza or similar	Y	Y	A	690	591	500	477	9000
E	Kia Sportage 2x4 or similar	Y	Y	A	1098	1085	1073	1023	9000

Included in above daily rates:
Collision Damage & Theft Waiver
Vat @ 14%
Unlimited kilometres
Airport Surcharge
Tourism Levy

Excluded from above daily rates:
Contract Fee of R55.00 / Refuelling of vehicle
Delivery / Collection Charges
After Hours Collections / Deliveries
Additional Driver charge: R200.00 per driver
Young Driver surcharge: R120.00 per day per driver
Personal Accident Insurance: R50 per day per driver
One Way drop-off charges
Traffic Fine Handling Fee of R400.00 per Traffic Fine

SUPER COVER

Grp	Vehicle Type	A/C	P/S	M/A	1 - 6 Days	7 - 13 Days	14 - 30 Days	31 + Days	Excess
B	VW Polo Hatch or similar	Y	Y	M	562	550	492	468	3000
C	VW Polo Vivo/Kia Rio Hatch or similar	Y	Y	A	764	740	706	672	4000
D	Kia Rio / VW Polo Sedan or similar	Y	Y	M	1078	1000	971	923	6000
I	Toyota Avanza or similar	Y	Y	A	814	737	622	591	4000
E	Kia Sportage 2x4 or similar	Y	Y	A	1459	1444	1428	1359	5000

Included in above daily rates:
Collision Damage & Theft Waiver
Vat @ 14%
Unlimited kilometres
Airport Surcharge
Tourism Levy

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ADDENDUM E

AVIS TRAVEL VOUCHER
To Avis Rent A Car

1 Avis HQ Copy

1355678 4

Agency Validation Stamp

Customer Name			Reservation No.	Agency File No.
Rental location	Airport	Downtown	Date of rental	
Return location			Date of Return	
Rate Name		Rate Code	No. of Days	Car Group

IATA Assigned No. 77233564 Date of issue

Remarks

Avis Account No. AV884097300011

Voucher value (Amount in words)

Amount

Travel Agency name & address (Print clearly)

TRAINING PURPOSES ONLY

SOUTH AFRICA

Avis Use Only
Rate of exchange applied

Avis Use Only
Rental Agreement Number

This voucher is subject to the terms and conditions on the inside cover.

Voucher Value Includes

CDW ____
TLW (TP) ____
PAI ____
Tax ____
Other ____

AVIS TRAVEL REFERRAL

1 Agency Copy

1357866 4

Agency Validation Stamp

Customer Name			Reservation No.	Agency File No.
Rental location	Airport	Downtown	Date of rental	
Return location			Date of Return	
Rate Name		Rate Code	No. of Days	Car Group

IATA Assigned No. 77233564 Date of issue

Remarks

Avis Account No.

Travel Agency name & address (Print clearly)

TRAINING PURPOSES ONLY

SOUTH AFRICA

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ADDENDUM F

AVIS TRAVEL VOUCHER
To Avis Rent A Car

1 Avis HQ Copy

13556784

Agency Validation Stamp

Customer Name		Reservation No.	Agency File No.	
Rental location	Airport / Downtown	Date of rental		
Return location		Date of Return		
Rate Name	Rate Code	No. of Days	Car Group	

IATA Assigned No. 77233564 Date of issue

Remarks	Avis Account No. AV884097300011
Voucher value (Amount in words) / Amount	Travel Agency name & address (Print clearly) TRAINING PURPOSES ONLY SOUTH AFRICA
Avis Use Only Rate of exchange applied	This voucher is subject to the terms and conditions on the inside cover.
Avis Use Only Rental Agreement Number	Voucher Value Includes CDW ____ TLW (TP) ____ PAI ____ Tax ____ Other ____

AVIS TRAVEL REFERRAL

1 Agency Copy

13578664

Agency Validation Stamp

Customer Name		Reservation No.	Agency File No.	
Rental location	Airport / Downtown	Date of rental		
Return location		Date of Return		
Rate Name	Rate Code	No. of Days	Car Group	

IATA Assigned No. 77233564 Date of issue

Remarks	Avis Account No.
	Travel Agency name & address (Print clearly) TRAINING PURPOSES ONLY SOUTH AFRICA

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ADDENDUM G

INSURED EVENT	INDIVIDUAL & FAMILY			GROUP / INDIAN OCEAN ISLANDS	SENIORS	SUPER SENIORS
DETAILS OF INSURED EVENTS	PLATINUM	GOLD	SILVER		70 – 79 YEARS	80 – 84 YEARS
1 MEDICAL & RELATED EXPENSES (Excess 1-6 months: R350, more than 6 months: R1,500: Seniors (70-79): R1,000 & Super Seniors (80-84): R1,500)	R35 000 000	R25 000 000	R1 000 000	R10 000 000	R5 000 000	R500 000
Medical Expenses Terrorism Extension	R35 000 000	R25 000 000	R1 000 000	R10 000 000	R5 000 000	R500 000
Pre-Existing Medical Extension	R250 000	Nil	Nil	Nil	Nil	Nil
1B Medical Evacuation or Repatriation	Actual Expense	Actual Expense	Actual Expense	Actual Expense	R500 000	R500 000
1C Hospital Confinement (R500 / day)	R15 000	R10 000	R1 500	R2 000	Nil	Nil
1D Follow up Treatment in South Africa	R15 000	R10 000	R5 000	R5 000	R3 000	R3 000
1E Malaria	R15 000	Nil	Nil	R15 000	Nil	Nil
2 PERSONAL ACCIDENT						
2A 24 Hour	R500 000	R300 000	R50 000	R250 000	Nil	Nil
2B In Flight	R650 000	R500 000	R50 000	R250 000	Nil	Nil
Terrorism Extension	R500 000	R300 000	R50 000	R250 000	Nil	Nil
2C Education Fund Supplement	Nil	Nil	Nil	Nil	Nil	Nil
3 CANCELLATION OR CURTAILMENT (Excess R500)	R25 000	R20 000	R5 000	R15 000	R10 000	R5 000
4 BAGGAGE, TRAVEL DOCUMENTS & BAGGAGE DELAY	Excess R500					
4A Theft or Damage of Baggage	R25 000	R20 000	R1 500	R15 000	R10 000	R5 000
Accidental Loss of Baggage	R6 250	R5 000	R375	R3 750	R2 500	R1 250
Theft of Money, Credit Cards and Traveller's Cheques	R7 500	R5 000	R1 500	R1 000	R1 000	R750
4B Baggage Delay (delayed for more than 6 hours)	R2 000	R1 000	Nil	R1 500	R750	R250
5 TRAVEL DELAY & MISSED CONNECTION (Excess R250)						
5A Travel Delay (delayed for more than 4 hours)	R1 000	R1 000	Nil	R750	R750	R250
5B Travel Missed Connection (more than 6 hours)	R10 000	R7 500	Nil	R1 000	R1 000	R750
6 PERSONAL LIABILITY (Excess R1,000)	R3 000 000	R2 000 000	R500 000	R2 000 000	R2 000 000	R500 000
7 HIJACK, KIDNAP & WRONGFUL DETENTION						
7A Hijack	R30 000	R20 000	Nil	R5 000	R5 000	R2 500
7B Kidnap and Wrongful Detention	R1 000 000	R750 000	Nil	Nil	Nil	Nil
8 NATURAL DISASTERS (Excess 48 hours)	R2 500	R1 500	Nil	R1 500	Nil	Nil
9 IDENTITY THEFT	R1 000	Nil	Nil	Nil	Nil	Nil
10 RED 24	Assistance Services	Assistance Services	Assistance Services	Assistance Services	Assistance Services	Assistance Services
11 CATTERY & KENNELS (R125/day up to 30 days)	R3 750	Nil	Nil	Nil	Nil	Nil
12 TICKET UPGRADE (Excess 6 hours)	R4 000	Nil	Nil	Nil	Nil	Nil
ACCUMULATION LIMITS	R35 000 000	R25 000 000	R1 000 000	R10 000 000	R5 000 000	R500 000

BUSINESS RULES

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INDIVIDUAL COVER

AGE: 3 months – 69 years incl.	PLATINUM	GOLD	SILVER
1 – 7 Days	R310	R200	R140
8 – 15 Days	R670	R455	R295
16 – 31 Days	R1 100	R730	R505
32 – 47 Days	N/A	R1 205	R745
48 – 62 Days	N/A	R1 305	R845
63 – 92 Days	N/A	R1 545	R1 280
93 – 185 Days	N/A	R2 205	R1 795
Annual	N/A	R3 655	R3 055
* 1 adult and up to 5 dependent children under 25 years free of charge.			

INDIAN OCEAN ISLANDS

AGE: 3 months – 69 years incl.	
1-8 Days	R200
9 Days and more	R28 p/p/p/day
* Max 30 days	

GROUP

AGE: 3 months – 69 years incl.	
Daily	**R15 p/p/p/day**
* Minimum 4 days. Only available in groups of 10 or more. Daily rate including baggage.	

NB: All rates include 20% commission and 2.5% AIG Assist fee only.
The cover set out above is subject to terms, conditions and exclusions found in the AIG policy

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ADDENDUM H

TRAVEL INSURANCE APPLICATION

AGENCY NAME:		BRANCH:			CONSULTANT:		AGENCY CODE:	
INSURED PERSON(S) SURNAME	INITIALS	GENDER	DATE OF BIRTH	BENEFICIARY	ID/PASSPORT NUMBER	TYPE OF COVER	PRODUCT	TOTAL PREMIUM
1								
2								
3								
4								
								R

Do you intend to stay in any one country for more than 190 days? Yes/No

Have the public conveyance tickets been paid with a valid South African Credit Card? Yes/No

Person in charge of underage / disabled children: _____

Person whom the insured is going to visit whilst on the journey: _____

Period of insurance cover From: _____ To: _____

Postal Address: _____

Total No. of days _____ (both days inclusive)

Postal Code: _____

Furthest destination: _____

Tel (H) _____

Tel (W) _____

House Doctor Name: _____

House Doctor Tel: _____

Declaration:

1. I accept the levels of cover chosen and will not expect any additional payment from the Underwriters for claims exceeding the sums insured.
2. I declare that all Insured persons are in good health and fit to travel.
3. I\We hereby accept/s the conditions of this policy document which I have received and studied.
4. I hereby give AIG the authority to phone my doctor in case of an emergency.

Signature: _____ Issuing Agent: _____

Date: _____ Date: _____

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ADDENDUM I

TRAVEL INSURANCE APPLICATION

AGENCY NAME:		BRANCH:			CONSULTANT:		AGENCY CODE:	
INSURED PERSON(S) SURNAME	INITIALS	GENDER	DATE OF BIRTH	BENEFICIARY	ID/PASSPORT NUMBER	TYPE OF COVER	PRODUCT	TOTAL PREMIUM
1								
2								
3								
4								
								R

Do you intend to stay in any one country for more than 190 days? Yes/No

Have the public conveyance tickets been paid with a valid South African Credit Card? Yes/No

Person in charge of underage / disabled children: _____

Person whom the insured is going to visit whilst on the journey: _____

Period of insurance cover From: _____ To: _____ (both days inclusive)

Total No. of days _____

Furthest destination: _____

Postal Address: _____

_____

_____

Postal Code: _____

Tel (H) _____

Tel (W) _____

House Doctor Name: _____

House Doctor Tel: _____

Declaration:

1. I accept the levels of cover chosen and will not expect any additional payment from the Underwriters for claims exceeding the sums insured.
2. I declare that all Insured persons are in good health and fit to travel.
3. I\We hereby accept/s the conditions of this policy document which I have received and studied.
4. I hereby give AIG the authority to phone my doctor in case of an emergency.

Signature: _____ Issuing Agent: _____

Date: _____ Date: _____

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ADDENDUM J

Hotel	Hotel Des Tuileries	Tonic Hôtel du Louvre
Address	10 Rue Saint-Hyacinthe, 01. Louvre - Châtelet, 75001	12, Rue du Roule, 01. Louvre - Châtelet, 75001
Telephone Number	+33 142 61 0417	+33 1 42 33 00 71
Hotel Description	This 18th-century mansion is set in the heart of Paris, 350 metres from the famous Place Vendôme. It features individually decorated guest rooms with period artworks. Formerly the property of Marie Antoinette's first lady, this hotel offers elegant guest rooms with a minibar. A buffet breakfast is served every morning at Hotel Des Tuileries, and can be taken in the guest room. After breakfast, guests can read the international newspapers provided in the lounge. Hotel Des Tuileries is located 700 metres from the Louvre Museum, leading onto the Tuileries Garden. Pyramides Metro Station is 400 metres away, providing access to the Opera Garnier and Printemps department store.	This hotel is situated in the very centre of Paris, just 350 metres from The Louvre. It offers a bar and air-conditioned rooms with free Wi-Fi. The Tonic Hotel serves a buffet breakfast each morning in the dining room, or guests can enjoy a continental breakfast in their room upon request. In the evening, guests are invited to enjoy a drink in the hotel's bar. The reception desk at Tonic Hotel is open 24 hours a day. Additional services available include a dry-cleaning service and a tour desk. Châtelet les Halles Metro and RER Station is just a 3-minute walk away and provides direct access to Charles de Gaulle and Orly Airports. Notre Dame Cathedral and the Latin Quarter are a 15-minute walk away.
Room Type	Standard Double Room Air Conditioning	Standard Double or Twin Room Air Conditioning Flat-screen TV
Room Cost	EUR245 pp pns	EUR340pp pns
Credit Cards Accepted	American Express , Diners Club , Euro/Mastercard, Maestro , Visa , JCB , Carte Bleue	American Express , Diners Club , Euro/Mastercard , Maestro , Visa , JCB , Carte Bleue
Exclusions	Meals: Breakfast ZAR 237 per person per night. Taxes: EUR 1 city tax per person per night is excluded.	Meals: Breakfast ZAR 211 per person per night. Taxes: EUR 1 city tax per person per night is excluded.

Business Guides

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ADDENDUM K

Hotel	Hotel Des Tuileries	Tonic Hôtel du Louvre
Room Description	With period artworks, this elegant room includes a minibar, air conditioning and a TV with cable channels. Wi-Fi is available at an additional cost. Room Facilities: Balcony, TV, Telephone, Radio, Cable Channels, Safety Deposit Box, Air Conditioning, Trouser Press, Dressing Room, Bath, Hairdryer, Toilet, Bathroom, Bath or Shower, Minibar, Wake Up Service/Alarm Clock	Guest rooms at the Tonic Hotel de Louvre are simply furnished and equipped with a flat-screen TV with satellite channels and a minibar. The en suite bathrooms feature a hairdryer and complimentary toiletries. This air-conditioned room features a satellite TV, minibar and free Wi-Fi. The en suite bathroom includes a hairdryer and free toiletries. Room Facilities: Safety Deposit Box, Air Conditioning, Desk, Heating, Carpeted Floor, Hairdryer, Free toiletries, Toilet, Bathroom, Bath or Shower, Pay-per-view Channels, Telephone, Radio, Satellite Channels, Flat-screen TV , Minibar, Wake Up Service/Alarm Clock, Towels/Linens at surcharge
Facilities & Services	Newspapers, Massage, 24-hour front desk, Express check-in/check-out, Luggage storage, Room service, Airport shuttle, Laundry, Dry cleaning, Ironing service, Bridal suite, Currency exchange, Car hire, Tour desk, Shuttle service (surcharge), Fax/photocopying, Ticket service, Concierge service, Trouser press, Room service, Lift/elevator, Safety deposit box, Heating, Air conditioning, WiFi is available in all areas and charges are applicable. Private parking is possible at a location nearby (reservation is not needed) and charges are applicable.	Bar, Breakfast in the room, 24-hour front desk, Dry cleaning, Currency exchange, Tour desk, Fax/photocopying, Wake Up Service/Alarm Clock, Lift/elevator, Safety deposit box, Heating, Air conditioning, Carpeted Floor, Safety Deposit Box, Free WiFi is available in all areas. Public parking is possible at a location nearby (reservation is not needed) and charges are applicable.

BUSINESS ISSUES

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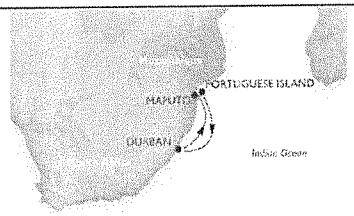
ADDENDUM L



MSC Cruises Itinerary: OP1205

Day	Date	Port	Arrival	Departure	Activity*
1	Mon Feb 03	Durban	....	14:30	Docked
2	Tue Feb 04	Maputo	09:30	16:00	Docked
2	Tue Feb 04	Portuguese Island	19:00	....	Tender
3	Wed Feb 05	Portuguese Island	00:01	....	Tender
4	Thu Feb 06	Portuguese Island	....	07:30	Tender
5	Fri Feb 07	Durban	07:00	....	Docked

Inside

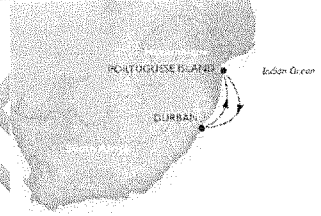
Single beds that can be converted into double bed (on request) except for the cabins for disabled people. Spacious wardrobe. Bathroom with shower. Interactive TV, telephone, mini bar and safe. Air conditioning. Surface approx. 13 sq.m.

Cat. 01
Deck Rigoletto
Cost R3999 pps + R500 port charges pp

Ocean View

Single beds that can be converted into double bed (on request). Bathroom with shower. TV, telephone, mini bar and safe. Air conditioning. Surface: approx. 13 sq.m.
Note: some cabins on Rigoletto Deck have restricted views.

Cat. 06
Deck Rigoletto/La Traviata/Norma/Turandot
Cost R4599 pps + R500 port charges pp



MSC Cruises Itinerary: OP1306

Day	Date	Port	Arrival	Departure	Activity*
1	Fri Feb 07	Durban	....	14:30	Docked
2	Sat Feb 08	Portuguese Island	08:00	....	Tender
3	Sun Feb 09	Portuguese Island	....	07:30	Tender
4	Mon Feb 10	Durban	07:00	....	Docked

Inside

Single beds that can be converted into double bed (on request) except for the cabins for disabled people. Spacious wardrobe. Bathroom with shower. Interactive TV, telephone, mini bar and safe. Air conditioning. Surface approx. 13 sq.m.

Cat. 01
Deck Rigoletto
Cost R4499 pps + R500 port charges pp

Ocean View

Single beds that can be converted into double bed (on request). Bathroom with shower. TV, telephone, mini bar and safe. Air conditioning. Surface: approx. 13 sq.m.
Note: some cabins on Rigoletto Deck have restricted views.

Cat. 06
Deck Rigoletto/La Traviata/Norma/Turandot
Cost R5499 pps + R500 port charges pp

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ADDENDUM M

Rail London Plus Pass

Valid Area: South East England (London Area)
Eligibility: You can buy a BritRail Pass if you are not a UK resident.
Pre-booking time: Customers can select a first date of travel that is up to 6 months from the purchase date
Inclusions: Airport Express, Heritage Railways Discount, BritRail Pass Holder Rate on Eurostar
Rates: Valid 7 days within 15 days

	Adult	Child	Youth	Senior
FIRST	$385	$195	-	-
STANDARD	$285	$145	-	-

* Prices displayed in U.S. dollars

BritRail South West Pass

Valid Area: The BritRail South West Pass covers most mainline and branch line carriages operated by First Great Western, South West Trains and Heathrow Express trains.
Eligibility: You can buy a BritRail Pass if you are not a UK resident.
Pre-booking time: Customers can select a first date of travel that is up to 6 months from the purchase date
Inclusions: Heritage Railways Discount
Rates: Valid 7 days within 15 days

	Adult	Child	Youth	Senior
FIRST	$505	$255	$405	$429
STANDARD	$339	$175	$275	$339

* Prices displayed in U.S. dollars

BritRail England Pass

Valid Area: England
Eligibility: You can buy a BritRail Pass if you are not a UK resident.
Pre-booking time: Customers can select a first date of travel that is up to 6 months from the purchase date
Inclusions: Heritage Railways Discount, BritRail Pass Holder Rate on Eurostar
Rates: Valid 7 days within 15 days

	Adult	Child	Youth	Senior
FIRST	$575	$289	$465	$489
STANDARD	$385	$199	$309	$385

* Prices displayed in U.S. dollars

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